

## Introduction

- Multiple professional societies recommend genetic counseling alongside reproductive genetic testing.
- Access to genetic counselors (GCs) can be an issue.
- We describe a **high throughput reproductive GC service** that can help increase access.
- Efficiency & scale are achieved through:
  - Support staff (genetic counseling assistants)
  - Keeping GCs at top of scope
  - Tailoring, streamlining
  - Technology

## Methods

- Retrospective review of consult data from a telehealth genetic counseling service
- 2453 reproductive genetic counseling consults from 1/1/2018 to 12/31/2019
- Capacity estimated based on total time needed to complete a consult

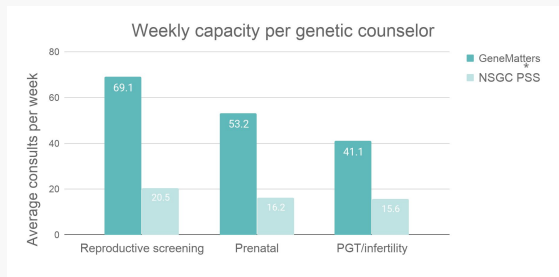
## Results

### Broad range of settings & indications

| Setting                            | Indication                            |
|------------------------------------|---------------------------------------|
| Reproductive endocrinology clinics | Carrier screening                     |
| Maternal fetal medicine clinics    | Preimplantation genetic testing       |
| Genetic testing laboratories       | Egg donor screening                   |
|                                    | Abnormal aneuploidy screen            |
|                                    | Advanced maternal age                 |
|                                    | Ultrasound findings                   |
|                                    | Family history of a genetic condition |

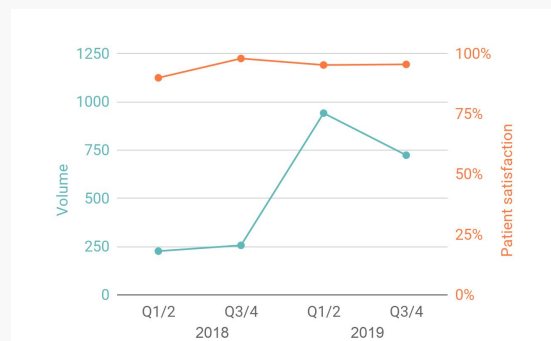
## Results

### Scaled GC: 2-3x capacity vs. national averages



\*NSGC Professional Status Survey 2020  
GeneMatters capacity: estimated based on average time to complete each case type.

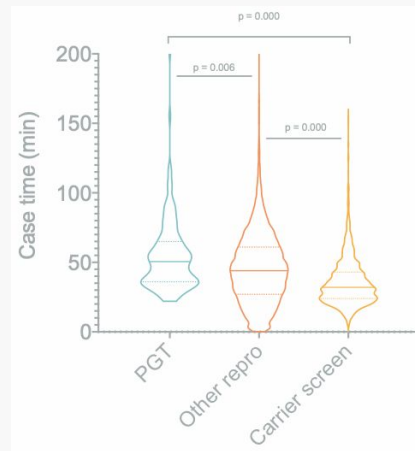
### Patient satisfaction remains high at scale



Patient satisfaction: % that would recommend GeneMatters to family or friends.

## Results

### Case time varies by indication, complexity



Case time includes preparation, counseling, and documentation.

## Discussion

### Genetic counseling via scaled telehealth model has 2-3x capacity & maintains high patient satisfaction

- Capacity depends on case mix, since more complex cases (ex. PGT) take longer
- Patient satisfaction remains high despite high throughput nature of service
- Scaled genetic counseling can increase access